



HR POLICY MANUAL

PREFACE

A career with One Click offers many opportunities for your personal success. To help you achieve success at One Click, we have developed this Policy Manual.

HOW TO USE THIS HANDBOOK

This handbook is designed to familiarize you with the prevailing human resources policies, work rules, and benefits policies of One Click. It contains only general information and guidelines, and is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described.

One Click reserves the right to amend, supplement, or rescind any provisions of this handbook, as it deems appropriate at its sole and absolute discretion. You may from time to time receive revised sections of this handbook, which describe such changes in policies, procedures and employment benefits.

If you have any questions regarding any of the information in this handbook, please contact your immediate supervisor or Human Resources Department.

HANDBOOK IS NOT AN EMPLOYMENT CONTRACT

This handbook is for general information only and is not intended to constitute an employment contract of any kind, nor does it express an implied contractual obligation between the employees and One Click.

You should not assume that the policies described in this handbook will continue indefinitely as they are subject to change by One Click at any time.

WELCOME TO THE ONE CLICK FAMILY!

A company that started with only a few employees has now become a family consisting of different talented people, and is always looking forward to welcoming and taking aboard more talent as the company grows. Everyone in the One Click family has brought something to the company and is equally responsible for its success and continuous growth.

Honesty, Devotion to Excellence, Respect and Appreciation are the values we treasure here at One Click. Our vision for the company is to have a healthy workplace where employees treasure these values, utilize their knowledge, skills and abilities to achieve company goals, and simultaneously develop themselves while enjoying what they do.

In an endeavor to make One Click a healthier and more enjoyable workplace for you, a HR manual has been designed to bring transparency in all aspects of the workplace and align what is expected from us and what we expect from the workplace.

You all are an asset for One Click and we thank you for your constant hard work and ongoing efforts that have contributed to the success and growth of the organization.

Imran Ali Shaikh
CEO

Table of Contents

| | |
|---|----------|
| PREFACE..... | ii |
| HOW TO USE THIS HANDBOOK..... | ii |
| HANDBOOK IS NOT AN EMPLOYMENT CONTRACT..... | ii |
| 1.0 GENERAL EMPLOYMENT PRACTICES AND STANDARDS..... | 1 |
| 1.1 Work Week & Time..... | 1 |
| 1.2 Lunch Break..... | 1 |
| 1.3 Public Holidays..... | 1 |
| 1.4 Dress Code..... | 1 |
| 1.5 Equal Employment Opportunity..... | 1 |
| 1.6 Changes In Personal Information And Employee Records..... | 2 |
| 2.0 STANDARDS OF CONDUCT..... | 3 |
| 2.1 Attendance..... | 3 |
| 2.2 Work from Home..... | 3 |
| 2.3 Behavioral & General Attitude..... | 3 |
| 2.4 Confidentiality and Non - Disclosure..... | 4 |
| 2.5 Misconduct..... | 4 |
| 2.6 Conflict of Interest..... | 4 |
| 2.7 Disciplinary Procedures / Actions..... | 5 |
| 3.0 COMPENSATION AND EMPLOYEE BENEFITS..... | 6 |
| 3.1. Policy and Objective..... | 6 |
| 3.1.1 The Policy..... | 6 |
| 3.1.2 Objective..... | 6 |
| 3.2 Elements of Compensation..... | 6 |
| 3.2.1 Basic Salary..... | 6 |
| 3.2.2 Bonus..... | 6 |
| 3.3 Calculation of Salary and Payday..... | 6 |
| 3.4 Payroll Deductions..... | 6 |
| 3.5 Marriage Gift for Company Employees..... | 6 |
| 4.0 GRIEVANCE POLICY..... | 7 |
| 4.1 The Policy..... | 7 |
| 4.2 Scope..... | 7 |
| 4.3 Procedure..... | 7 |
| 5.0 RECRUITMENT POLICY..... | 8 |

| | |
|--|-----------|
| 5.1 Recruitment Sources and Screening Process..... | 8 |
| 5.2 Letter of Appointment..... | 8 |
| 5.3 Orientation..... | 8 |
| 5.4 Training..... | 8 |
| 5.5 Probation..... | 8 |
| 5.6 Confirmation..... | 9 |
| 5.7 Employee Referrals..... | 9 |
| 6.0 LEAVE POLICY..... | 10 |
| 6.1 Eligibility..... | 10 |
| 6.2 Annual Leave..... | 10 |
| 6.3 Procedure..... | 10 |
| 6.4 Casual Leaves..... | 10 |
| 6.5 Sick Leave..... | 11 |
| 6.6 Maternity Leave..... | 11 |
| 7.0 PERFORMANCE MANAGEMENT POLICY..... | 12 |
| 7.1 Objectives..... | 12 |
| 7.2 Process..... | 12 |
| 7.3 Promotion..... | 12 |
| 8.0 SOCIAL MEDIA / VIDEO STREAMING USE..... | 13 |
| 8.1 The Policy..... | 13 |
| 9.0 SEPARATION POLICY..... | 14 |
| 9.1 Termination and Resignation..... | 14 |
| 9.2 Exit Interview..... | 14 |

1.0 GENERAL EMPLOYMENT PRACTICES AND STANDARDS

1.1 Work Week & Time

Work days in One Click are from Monday to Saturday.

Not applicable to employees who are required to perform shift or positions that require attendance on specific days.

1.2 Lunch Break

All employees are entitled to a 1-hour lunch break during a standard 8-hour work shift.

1.3 Public Holidays

Public holidays include all calendar holidays or further notified by the Federal Government.

In the event that a public holiday falls during the period while the employee is on other forms of paid leave, example maternity leave, no off days/extra days/leave/pay in lieu of public holiday will be granted.

1.4 Dress Code

The Company recognizes the need of casual business dress and the positive effects of this shift to boost employee morale improve quality, encourage more open communication and increased productivity, therefore, creating a more comfortable work environment. Therefore, casual business attire is permitted.

1.5 Equal Employment Opportunity

One Click is an equal opportunity employer and does not discriminate on grounds of religion, race, cast, gender and place of birth. Decisions such as hiring, promotion, and compensation are solely based on an individual's performance and skills.

Allegations of discrimination will be kept confidential except as needed to conduct an investigation and take corrective action.

1.6 CHANGES IN PERSONAL INFORMATION AND EMPLOYEE RECORDS

For updated records employees should notify Human Resource Department of any changes in:

- Name changed after marriage
- Marital status
- Residential Address
- CNIC Number
- Personal Mobile & Telephone Number
- Person to contact in case of emergencies
- Education Status

Employees are also required to submit supporting documents to the Human Resource Department.

2.0 STANDARDS OF CONDUCT

2.1 Attendance

Employees are required to mark their attendance when they enter and leave the premises on the provided portal at the start and end of their work shift. All employees are required to mark their attendance for accurate record of their leaves and payroll as all calculations for leaves and payroll will be made through the employee's online portal records. In case of any discrepancy in records the employee needs to inform Human Resources to make amends with approval from their reporting authority.

2.2 Work from Home

Any employee needs to take authorization from their reporting authority in order to work from home in advance. If authorized, the employee can mark their attendance on the online portal from home. Without authorization the employee will be marked as absent for the day. Work from home option will only be authorized for exceptional circumstances.

2.3 Behavioral & General Attitude

- Employees should maintain healthy relationships with co-workers, customers and maintain ethical dealings with job, organization and society.
- All the employees should follow company rules and regulations framed from time to time.
- Employees should observe working hours as prescribed by the company.
- All employees should follow organizational hierarchy in accepting orders and giving instructions from work.
- Refusal to follow instructions shall be considered a serious case of misconduct.
- All company property including work areas, computer systems, office telephones, and others must be used properly and maintained in a good working order.
- Employees taking company provided laptops to their home are responsible for its safety and maintenance (both hardware and software)
- In case of accidental damage/theft the total repair or replacement costs will be barred by the employee responsible. This amount will be deducted from the employee's salary.

2.4 Confidentiality and Non - Disclosure

All employees are expected to protect confidential information which is vital to the interests of One Click. Such confidential information includes:

- Financial information
- Legal information
- Personnel and payroll records
- Business operations
- Projects and proposals

2.5 Misconduct

- Violation of any clause in the code of conduct will be considered as misconduct and disciplinary action may be taken depending on the severity of the misconduct
- Any employee who discloses confidential information mentioned in clause will be subjected to disciplinary action, which may lead to termination of employment and legal action
- Any employee who is on leave for a long period without any prior approval can be given a show-cause notice, as it constitutes misconduct
- Any discrimination or harassment against any person on the grounds of race, colour, religion, disability, age, sex, and marital status will come under misconduct, which will lead to disciplinary action.
- Use of offensive language or demeaning terms breaches the code of conduct and disciplinary actions may be taken accordingly
- Any employee who marks their attendance off premises without authorization.

2.6 Conflict of Interest

- Employees are forbidden to have a situation whereby direct or indirect interest has a conflict with the interest of the company. Following situations fall under conflict of interest
- Financial or any other interest in a company that does business with One Click that can affect the business decisions or actions.
- Disclosing or misusing confidential information about One Click.
- Accepting any form of gifts under any circumstances from a company in business with One Click.
- Employees are not allowed to engage in any other Employment i.e. teaching, consultancy, entrepreneurship freelancing, part-time or full-time employment.

- Employees need to notify and take approval before enrolling in any educational course.

2.7 Disciplinary Procedures / Actions

- The purpose of disciplinary action is not to give punishment but to give employees advance notice of problems with their performance or conduct and provide them an opportunity to correct the problem or behaviour.
- Disciplinary action can be in form of verbal warning by Department Head or a written warning by HR with disciplinary action such as suspension without pay or termination of employment depending on the severity of the misconduct.

3.0 COMPENSATION AND EMPLOYEE BENEFITS

3.1. Policy and Objective

3.1.1 The Policy

One Click provides its employees competitive compensation and benefits based on their capabilities, skills and potential.

3.1.2 Objective

To compensate employees for the value of their work and keep them motivated to perform their best.

3.2 Elements of Compensation

3.2.1 Basic Salary

Basic salary is the primary element or the base of the compensation structure on which other elements are based.

This is the minimum pay employees earn before bonuses and allowances etc.

3.2.2 Bonus

Performance bonus is given to employees depending upon their individual performance and the criteria set by the respective domain.

3.3 Calculation of Salary and Payday

Salary is calculated on a monthly basis. For employees who have joined the company during the course of the month, salary is calculated on a pro-rata basis. Salary is provided to employees within the first week of the next month.

3.4 Payroll Deductions

Net pay of employees is calculated after making deductions prescribed in law and which employer and employee may authorize.

3.5 Marriage Gift for Company Employees

The company will also present a gift each to its employees solemnizing their first Wed-Lock, subject to completion of first year of their service with the company. The worth of gift payable in cash for employees:

- Below the rank of Manager will receive Rs. 7,000.
- Managers or above will receive Rs. 10,000.

4.0 GRIEVANCE POLICY

4.1 The Policy

To ensure fair and equal treatment to all employees One Click has developed this grievance handling policy.

4.2 Scope

Through this policy all the employees of One Click are provided a means to voice concerns they may have.

These concerns may include but are not limited to matters such as inappropriate behaviour, interpersonal conflicts, discrimination, harassment and misconduct.

4.3 Procedure

- Employees can report their grievances to the immediate supervisor. If the grievance is against the immediate supervisor then employee can report it to Human Resources.
- Grievance should be reported within 5 days of the occurrence of the issue.
- If an employee is not satisfied with the decision of the supervisor or Department Head, then the employee can file a written grievance through HR. HR will evaluate and give its feedback within 5 working days after discussing with Senior Management.
- Once the final decision is made, repeated appeals on the same issue that is containing no additional information or points to the previous grievance will be answered.
- Employee grievance complaints and cases will not be shared or revealed to the employees who are not relevant to the case.
- Employees who file or report grievances will not be discriminated or penalized in any way for using this procedure.

5.0 RECRUITMENT POLICY

One Click aims to recruit the best resource from the market to meet increase its talent pool and meet its business requirements.

5.1 Recruitment Sources and Screening Process

- Job ad will be posted on external sources, including Universities, job search engines, and relevant social networking sites.
- CVs received will be filtered according to the job requirements, i.e. qualification, experience and skills.
- Potential candidates identified at this stage will be called for a screening interview which will be conducted by HR or relevant Department Head.

5.2 Letter of Appointment

Upon qualifying the six days training period employees are provided with their letter of appointment and job agreement which an employee needs to sign and submit it to human resource department.

5.3 Orientation

On the day of joining, new employees will be given an orientation to acquaint them with the business policies, procedures and practices.

5.4 Training

All departments have their specific training formats (in terms of number of days and evaluation parameters). However, for all the units there is a unified policy under which training period will be marked as 'unpaid'.

5.5 Probation

- At the end of the probation period, decision regarding the confirmation, extension of probation or termination will be taken according to the performance of the employee.
- The standard period of probation is 3 months (i.e. 90 working days). However, an employee can get permanent before the period of 3 months, depending on the performance and unbiased evaluation of the reporting authority.
- Employees on probation are not entitled to avail annual, sick or casual leave.

5.6 Confirmation

- Employees who successfully complete their probation period with the required performance level will be given the confirmation letter of appointment.
- Confirmed employees will be resuming their duties as a permanent regular employee of the company entitled to all the benefits being provided.

5.7 Employee Referrals

Existing employees may refer new candidates to our company and they would receive a certain benefit on that, which would be Rs. 5,000 on successful completion of the referred person's probationary period and confirmation as a permanent employee.

6.0 LEAVE POLICY

One Click provides leaves to its employees to maintain a healthy work life balance. Leaves are provided in case of sickness, emergency, personal work and rest.

6.1 Eligibility

All permanent employees are eligible for leave entitlement.

6.2 Annual Leave

- Employees are entitled to 14 annual leaves in a calendar year.
- For Employees who joined during the course of the year, their annual leave entitlement will be calculated on a pro rata basis.
- An employee is required to take a minimum of 7 days annual leave.
- Multiple annual leaves can be taken provided there is a minimum gap of 5 months after the end of previous leave.
- Public Holidays or non-working days will be counted as part of an employee's leave and will be deducted from their leave entitlement.
- One Click has a right to cancel or recall leaves if the needs arise. The remaining leaves will be rescheduled on later appropriate date

6.3 Procedure

Employees are responsible for requesting leaves and getting them authorized by their reporting authority at least 30 days prior to going on leave.

6.4 Casual Leaves

- Employees are allowed Casual Leave upon contingent situations with full pay.
- Casual Leave should be obtained on prior application unless the urgency prevents the making of such application
- When leave is taken without prior notice, the absence should be notified to the respective Manager on the same day through phone. Moreover, approved application should be submitted after 2 days of re-joining
- An employee can avail casual leave up to a maximum of 10 days in each calendar year, provided that not more than 2 consecutive days may be taken
- Unutilized casual leave cannot be adjusted against the notice period when an employee resigns or is terminated.

6.5 Sick Leave

- Employees can avail Sick Leave of 7 days with full pay in a calendar year.
- In case of absence for more than a day, an employee will be required to produce a medical certificate.
- Moreover, it is the responsibility of all employees to inform their coordinators on due time.
- If employee fails to produce a medical certificate, Sick Leave will be marked as unpaid leave
- Sick Leave cannot be accumulated or en-cashed and will lapse at the end of the year.

6.6 Maternity Leave

- Female employees will become eligible for paid Maternity Leave after completion of 1 year of service.
- Female employees will be entitled to continuous 60 days maternity leave (Pre and post-natal included).
- In case of unexpected delivery, maternity leave commences at that date.
- Employee is required to inform the company a month before going on leave.
- Maternity Leave will include weekends, and public holidays.

7.0 PERFORMANCE MANAGEMENT POLICY

One Click has in place a performance management system to encourage and guide its employees to maintain and increase their performance levels.

7.1 Objectives

- To provide opportunities for employees to obtain feedback on their job performance.
- To provide opportunity to employees to raise any opinions or suggestions they may have regarding their work or supervisor.
- To improve or accelerate employee's job performance levels.

7.2 Process

- At the start of the month every department should set SMART goals and objectives with their employees
- Employees should also revise or review goals that were set at the end of the last performance cycle.
- On-going reviews may be done by department informally to monitor the progress of employees.
- HR will only be involved when the employee has been underperforming continuously.
- Bonuses will be given according to individual performance and achievement of targets.

7.3 Promotion

- All employees are also eligible for promotion depending on their performance appraisal results, experience and skills
- Promotion would not only be based on the basic qualification but also the performance of the employee & the existence of the vacancy at the next level.
- The employees shall be considered for promotion only if their performance has been assessed above average and should fulfil the criteria of succession planning.
- Promotion will be on the basis of various criteria declared by the management. The promotions shall be affected along with increments.
- Promotion will be made without regard to the race, colour, sex, religion, age, ethnic origin, or disability of the employee.

8.0 SOCIAL MEDIA / VIDEO STREAMING USE

8.1 The Policy

We expect all our employees to follow this policy.

- Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your reporting authority or consistent with the Company Equipment Policy.
- Avoid the usage of video streaming on YouTube as well live streaming TV or any other internet activity which is not assigned to you.
- Any individual identified to have consumed such content will be fined Rs. 5000 deducted from their monthly salary.
- Do not use company email address to register on social networks, or other online tools utilized for personal use.

9.0 SEPARATION POLICY

9.1 Termination and Resignation

- One Click can terminate the services of any employee without cause or reason by giving a written notice.
- An employee can resign from his/her position without cause or reason by giving a written notice
- A notice period of 1 day needs to be served for an employee on probation.
- The notice period of 15 days needs to be served for a permanent employee. An employee without serving the notice period is not eligible to receive last month salary
- Unutilized annual leaves cannot be used to offset notice period.
- If One Click terminates a permanent employee without notice, one-month salary will be given in lieu of service.
- The employee has to submit their work email login credentials as well company provided laptops or accessories to the administration department on the last day of their employment.
- Benefits will be calculated till the last day of employment.
- Only Permanent Employees will be awarded with an experience letter/certificate after the end of their employment.
- Employee is required to appear for an “exit interview” with HR department at the end of the notice period
- During or after serving the notice period if an employee wishes to withdraw the resignation, then it is the company’s decision whether to approve the employee’s withdrawal of resignation or not.

9.2 Exit Interview

All employees leaving the company are required to appear for an exit interview. To identify organizational or human resources factors which have contributed to an employee’s decision to leave employment, with a view of Identifying any trends requiring attention or any opportunities for improving the company’s ability to respond to employee issues, and to retain key people. HR representative will arrange Exit Interview with the employee taking an Exit.